

## **2) IMPROVED SERVICE TO THE PUBLIC**

This vital aspect of our activity links the Department most directly with Canadians in all walks of life. In the 1990s EAITC will continue to improve the quality of its service, targeted to areas of special demand.

### **To support this goal, we will:**

- pursue a more active "outreach" program to keep the public better informed on key foreign policy and trade issues and the government's approach to them
- develop, with central agencies and CEIC, measures to expand Immigration cost recovery so that increased revenues can be invested in improved standards of immigration services (see Annex D)
- offer business enhanced access to EAITC's trade data bases, possibly on a cost-recovery basis
- implement, in the Fall, a new Consular Awareness Program to inform Canadians about the range of services offered by EAITC
- provide more prompt replies to public enquiries through establishment of a correspondence unit and through improved contact with posts as a result of new communications technologies